



# CLERK/CERTIFIER AGENDA

## JULY – DECEMBER 2003

TUESDAY

10:00

### **Welcome and Introductions**

10:30

### **What is WIC?**

- ◆ Where WIC Got Its Beginning
- ◆ WIC as a Federal & State Program
- ◆ The WIC Certification – Start to Finish

11:45

### **Lunch**

1:00

### **Income, Residency & ID**

- ◆ Determining Income for WIC Clients
- ◆ Residency & ID - What Counts for Documentation

2:45

### **Break**

3:00

### **Anthropometrics**

- ◆ Accurate Techniques for Weighing and Measuring
- ◆ Assessing Weight Gain for Pregnant Women

4:45

### **End of Day (Tomorrow's pre-requisite - Check Education)**

WEDNESDAY

8:30

### **WIC Foods**

- ◆ The WIC Food Package Prescription
- ◆ Formula Substitution

9:45

### **Break**

10:00

### **Issuing WIC Checks**

- ◆ The Check Pick-up Tab
- ◆ Checking It Out - Lost, Stolen, Voiding & Replacing WIC Checks

11:30

### **Travel**

11:45

### **Lunch**

1:00

Room 1 - **Nutrition Risk:** Assessing & Determining Risk in WIC  
Room 2 - **The Customer Service Experience**

3:15

### **Break**

3:30

**The CIMS Appointment Book:** Making it Work for You

4:45

### **End of Day (Please review Protecting Your Client's Rights)**

THURSDAY

8:30

### **Scheduling & Careplans**

- ◆ WIC Eligibility Periods
- ◆ Using the Flowsheet to Optimize Services

10:15

### **Break**

10:30

Room 1 - **Skills for the Frontline:** Effective Tools for Busy Staff

- ◆ No-Show & Class Management
- ◆ Transfers & Preferences

Room 2 – **Diet Assessment:** Determining & Discussing Dietary Risks

12:00

### **Lunch**

1:15

Room 1 - **Skills for the Frontline** (continued)

Room 2 - **Diet Assessment** (continued)

3:00

### **Break**

3:15

Room 1 - **Putting the Pieces Together** - Skills for the Frontline (continued)

Room 2 - **Assessing Iron Status:** Discussion & Hemoglobin Assessment

4:45

### **End of Day**

FRIDAY

8:30

### **Creative Strategies for Nutrition Education**

- ◆ Providing Nutrition Education for WIC clients
- ◆ Ideas for individual and group contacts

9:45

**Break** - Meet Your Local Program Consultant

10:15

### **Referrals - It Takes a Team!**

- ◆ Referring WIC Clients to Important Services
- ◆ CIMS Skills for Documenting Referrals

11:00

### **Breastfeeding Promotion in WIC**

- ◆ Leading the Nation in Breastfeeding Promotion
- ◆ Why Breastfeeding is Important for Moms, Babies, Communities & More
- ◆ Effective Strategies for Breastfeeding Education and Promotion

12:00

### **WIC Works!**

12:30

### **End of Training**

